

Job posting preview

Bulletin Number	43697BR
Type of Recruitment	Open Competitive Job Opportunity
Department	Human Resources Countywide Exams
Position Title	CONSUMER AFFAIRS SPECIALIST
Rebulletin Information	This announcement is a rebulletin to re-open the filing period. This bulletin supersedes the bulletin posted on October 22, 2014. Persons who have already applied need not reapply, but may submit additional information by the last day of filing. The informaiton must include your name, the correct examination title and number.
Exam Number	R1667A
Filing Type	Open Continuous
Filing Start Date	01/13/2015
Salary Type	Monthly
Salary Minimum	6463.27
Salary Maximum	8476.36
Benefits Information	Non-Represented Employees • Cafeteria Benefit Plan • Contributory Defined Benefit Retirement Plan • Matched 401(k) Savings and Deferred Compensation & Thrift Plans • 11 Paid Holidays • 10 paid leave days and option to buy one to 20 more • Flexible Work Schedules
Position/Program Information	Provides consultative services on consumer protection issues to the management of the Department of Consumer Affairs. Positions allocable to this class are distinguished by their responsibility for carrying out special studies, projects, and assignments, as directed by the Director of Consumer Affairs, requiring a specialized knowledge of rules, regulations, and statutes governing consumer protection.
	APPLICANTS WILL BE ACCEPTED STARTING TUESDAY, JANUARY 13, 2015 AT 8:00 A.M.
	FILING WILL BE SUSPENDED AFTER THE FIRST 50 APPLICATIONS ARE RECEIVED OR BY FRIDAY, JANUARY 16, 2015, WHICHEVER OCCURS FIRST. THE EXAM WILL REOPEN AS THE NEEDS OF THE SERVICE REQUIRE.
Essential Job Functions	Analyzes Federal, State, and local legislation governing consumer protection, and recommends changes in existing legislation or the adoption of new legislation. Analyzes rules and regulations promulgated by Federal, State and local regulatory agencies, and recommends changes as necessary. Conducts special projects and assignments, complex investigations and management studies on departmental and consumer protection issues.

Develops and implements consumer education, outreach and awareness programs, and creates consumer protection educational materials.

Assists the Director of Consumer Affairs in developing new systems, implementing administrative policies and procedures for educating consumers, resolving and mediating consumer complaints, and drafting appropriate protocols.

Acts as liaison with department management, Board offices, County departments, commissions, other governmental jurisdictions, and public officials on consumer protection, outreach, or educational issues.

Analyzes data and prepares correspondence and reports on department activities.

Responds to sensitive or controversial inquiries or complaints on consumer protection issues and prepares official correspondence and materials as necessary.

Prepares analysis and recommendations to the Board of Supervisors on consumer protection issues.

Represents the Director of Consumer Affairs at meetings with other County departments or outside agencies.

Requirements

SELECTION REQUIREMENTS:

Option I: One (1) year of experience in the service of Los Angeles County as a Consumer Affairs Representative III*, Consumer Affairs Supervisor*, or Public Information Assistant*.

Option II: A Master's degree or higher from an accredited** college or university in Public Administration, Public Policy, Family and Consumer Services, or a related field.

Option III: A Juris Doctor degree from an accredited** college or university.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Special
Requirement
Information**

*In order to qualify under Option I, applicants MUST have County status in this class, as evidenced by holding or having held such payroll title.

**In order to qualify under Option II or III, you MUST include a legible copy of the official diploma, official transcripts, or official letter from the accredited institution which shows the area of specialization with your application or within fifteen (15) calendar days from application submission.

**Accreditation
Information**

Accreditation: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation

**Examination
Content**

agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

Candidates whose applications are accepted may be invited to any part of the examination process via email. Therefore, please provide and include your correct email address when completing your online employment application.

This examination will consist of two (2) parts:

Part I: A written test weighted at 60%. The written test will consist of two (2) sections.

Section 1: A Broad-Based Employment Skills Test (B-BEST) weighted 30%, which consists of written expression, reading comprehension, data analysis and decision making.

Section 2: A computerized Work Styles Assessment weighted 30%, which will assess deductive reasoning, professional potential, achievement, independence, influence, confidence and optimism, and reliability.

THE WRITTEN TEST IS NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

NOTE: Applicants who have taken the identical written tests for other exams within the last twelve (12) months will have their written test scores for the identical test part(s) automatically transferred to this examination.

This examination contains test parts that may be used in the future for new examinations. Upon acceptance of your online application, your score will be transferred to the new examination, and you may not be allowed to re-take any identical test part(s) for at least twelve (12) months.

Only those candidates who pass the written test will be eligible to proceed to Part II, the structured interview. Candidates who are unsuccessful on the written test will be notified by mail.

Part II: A structured interview weighted 40% that will assess technical knowledge; ability to orally communicate effectively; ability to demonstrate ethical and professional behavior; ability to organize; adaptability; active listening; and ability to establish and maintain effective working relationships.

Candidates must achieve a passing score of 70% on both assessments (i.e., the written test and structured interview) in order to be placed on the eligible register.

Special Information

Study guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/>. Please click on Job Info Center, then click on Employment Test Preparation.

You can also access practice tests for the computerized version of the test by going to the following website: http://www.shldirect.com/practice_tests.html

While the test study guides will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

Vacancy Information

The eligible register resulting from this examination will be used to fill vacancies in the Department of Consumer Affairs, as they occur.

Eligibility Information

Applications will be processed on an as-received basis and promulgated to the eligible register accordingly.

The names of the candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

No person may compete in this examination more than once every twelve (12) months.

Available Shift

Any

Application and Filing Information

APPLICATIONS MUST BE FILED ONLINE ONLY. APPLICATIONS SUBMITTED BY U.S. MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED.

INSTRUCTIONS FOR FILING ONLINE: Apply online by clicking the tab that reads "Apply to Job". You can also track the status of your application using this system. Any required documents must be submitted within fifteen (15) calendar days from application submission. We must receive your application and additional documents, if any, by the time filing closes.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the selection requirements. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application is incomplete, it will be rejected.

SOCIAL SECURITY NUMBER: All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e., 000-00-0000, 111-11-1111, etc.) will not complete your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:
For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORDS:
All applicants must file their application online using their own user ID and password. Using a family member's or friend's user ID and password may erase a candidate's original application record.

County of Los Angeles Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

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California Relay Services Phone	800-735-2922
Job Field	General Government Services/Other
Job Type	Paraprofessional